Ascotel Voice Mail System AVS 5150
User Guide

Ascotel IntelliGate Telecommunication Systems

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Contents

Brief operating instruction 2

Operation design. 3

Accessing the management functions 4

Voice menus. 5

Listen to messages 5

Options: password 6

Options: language 7

Options: CLIP + time. 7

Personal greeting 8

Name 8

Do not disturb 9

Notification 9

Send messages. 10

Accessing the main menu. 10

Voice mail operation with configured keys 11

Three examples of key configuration 12

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Brief operating instruction Voice Mail System

To access your personal mailbox:

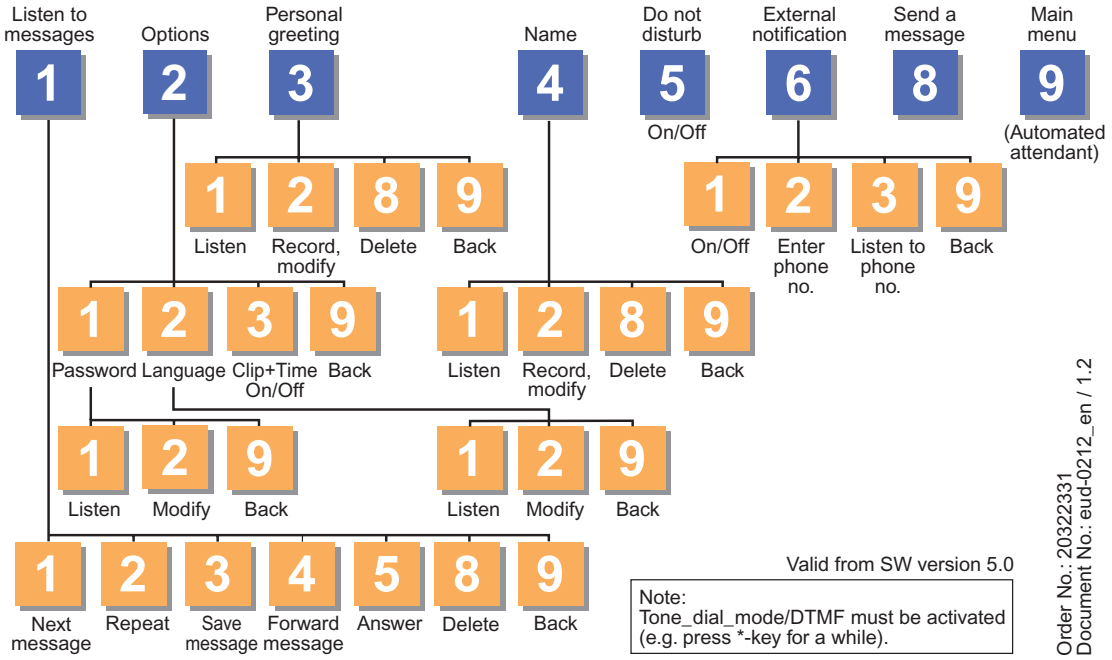
1. Enter the Voice Mail System internal or external telephone number.

   Internal telephone number _____

   External telephone number _____

2. Activate Tone_dial_mode/DTMF, if required (dependent on your terminal type).
3. Enter any other key that your system requires: _____
4. Follow the instructions of the voice menu.

Voice menus



Valid from SW version 5.0

Note:
Tone_dial_mode/DTMF must be activated (e.g. press *-key for a while).

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Operation design

As a voice mail subscriber you have your own personal mailbox. It works similar to an answering machine: callers hear a greeting and can leave a spoken message. The AVS Voice Mail System also offers you an array of other features that go far beyond the usual answering machine functionality. These include such functions as "Auto-Attendant", internal and external notification, simultaneous group messaging, multilingual capability and more.

The system is operated by means of voice menus providing diverse options. You select menu items by entering DTMF dialling signals (Dual Tone Multi Frequency) via your telephone keypad. Your telephone has to be DTMF-mode enabled to do this. DTMF is automatically activated by default when the Office 10, 25, 35, 45 and 130 telephones initiate a call. The Office 20, 30, 40, 100 and 150 phones are switched manually to Transparent/DTMF mode for each call. This is done by pressing and holding the * key or by pressing the Foxkey.

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Accessing the management functions

To dial your personal mailbox, proceed as follows:

1. Dial the user group number or DDI number of your voice mail system.
2. Ensure that your telephone is sending DTMF dialling signals. If necessary you can activate the Transparent/DTMF mode by pressing and holding the * key or by pressing the Foxkey.
3. You hear: "Please enter your password."The initial default password is "1234". It is recommended that you change this password immediately to prevent unauthorised persons from listening to your personal messages.

Note:

If you do not hear this message after dialling the voice mail system but rather a general announcement, a mailbox has not yet been assigned to your subscriber number. In this case contact your system administrator.

4. After correctly entering the password, you hear: "You have X new messages and Y saved messages" or "You have no (new) messages". At this point you are in the main menu area of the management functions of your mailbox. From here you can listen to your messages as well as edit or set up your personal mailbox options. The following sections describe these functions in detail.

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Voice menus

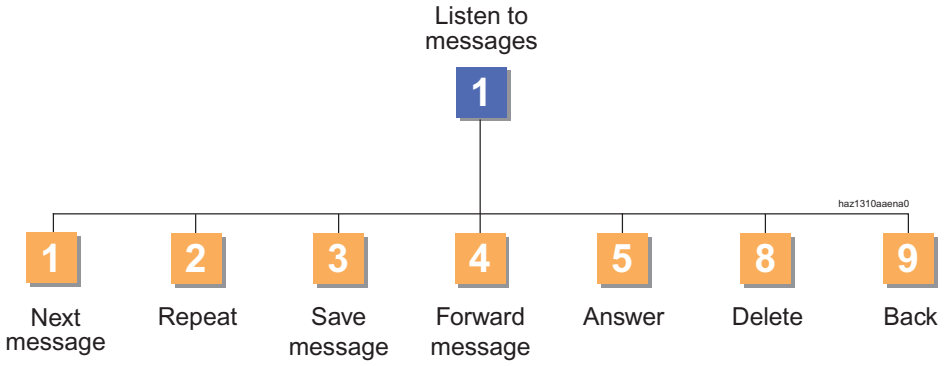
The following sections describe the management functions of your personal mailbox. After you dial your mailbox, the first voice menu level acoustically informs you all possible item selections. You then access one of these by pressing a corresponding key.

Note:

With the help of the User's Quick Guide (see page 2) you can access the desired management function at any time by using the corresponding key selection without having to listen to the spoken text. This applies to all voice menu levels.

Listen to messages

This menu permits you to listen to messages, save messages, forward messages with or without a comment by you, and immediately answer or delete messages.



Note:

Please be aware that messages in your mailbox normally remain available 30 days before they are automatically deleted. The storage period can be changed by your system administrator.

Please proceed according to the voice menus.

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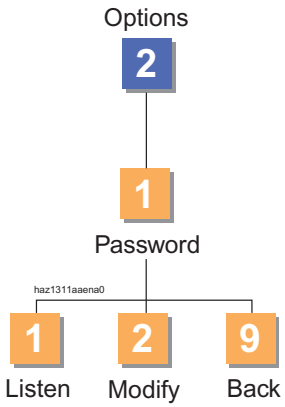
Options: password

It is recommended that you prevent unauthorised access to your mailbox by selecting a personal password. A password consists of a four-digit number using the digits 0 to 9. The DTMF dialling signals * and # cannot be used. If you forget your password, the system administrator can reset it to the default value "1234". Entering the value "0000" deactivates password prompting.

Please proceed according to the voice menus.



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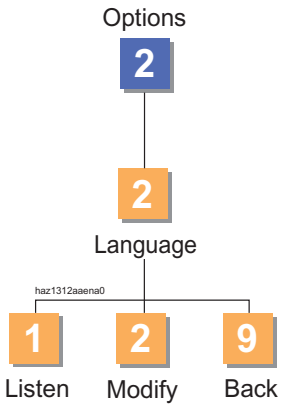
Options: language

The AVS Voice Mail System gives you a choice of three system languages. The first language is the default language. You can change the default language for your mailbox. After doing so, system messages are spoken in the newly selected language. This applies, for example, to the voice menu for your mailbox's management functions and to the default greeting to callers who dial your mailbox.

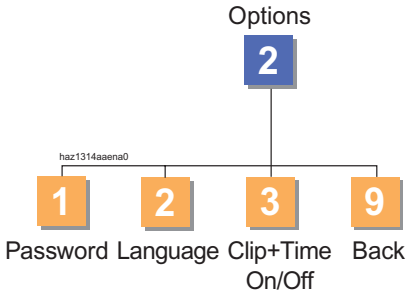
Please proceed according to the voice menus.



Options: CLIP + time

When a message is received, the time and date as well as the caller's number (if available) are all automatically saved. This option allows you to select whether you want to hear this information before listening to a message.

Please proceed according to the voice menus.



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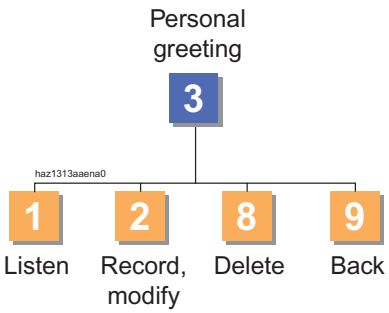
Personal greeting

The voice mail system assigns a standard greeting to each mailbox, e.g. "You are connected to mailbox number NNN". This menu gives you the opportunity to record your personal greeting. As the mailbox owner, you can listen to the personal greeting, change it or delete it at any time.



Note:

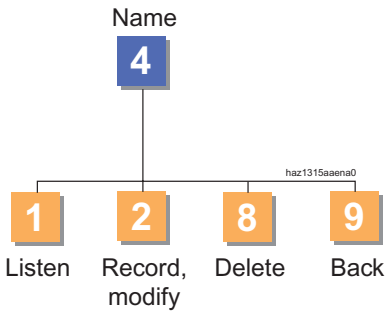
Callers can skip the greeting and leave a message immediately by pressing the # key.

Please proceed according to the voice menus.

Name

Speak and record your name in this menu. The name replaces the mailbox number in the default greeting. The caller then hears: "You are connected with the mailbox of "Name"."The recorded name is also automatically added to forwarded messages.

Please proceed according to the voice menus.



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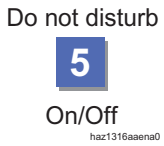
Do not disturb

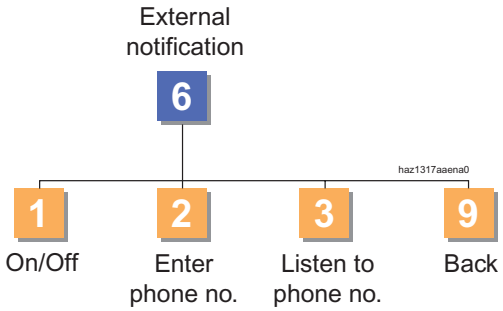
In this menu you can activate or deactivate the "Do not disturb" function. When it is activated, the voice mail system does not transfer calls to the mailbox subscriber. The caller then receives a special greeting that offers other connection possibilities.

You are notified of the current setting after you activate or deactivate the function.



Notification

The purpose of external notification is to signal reception of messages in your mailbox to an external line. In this menu you enter the phone number of the external line (up to 20 digits) and you activate or deactivate the external notification function.



Note:

It is possible that this menu item is not available in your voice menu. If this is the case, contact your system administrator. The administrator can authorise you to use the external notification function.

Please proceed according to the voice menus.

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Send messages

This function allows you to send a new message to one or more mailboxes. This is especially useful in the following situations:

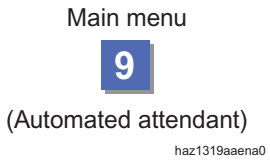
- You want to leave a message for a mailbox owner who has not diverted to the voice mail system.
- You want to send a message to several or all mailbox owners simultaneously. There are five mailbox groups with the default numbers 000, 001, 002, 003 and 099. The system administrator can assign mailboxes to the first four groups. The 099 group always contains all mailboxes.

Please proceed according to the voice menus.

Accessing the main menu

With the "9" key you can change from the main menu of your personal mailbox's management functions to the main menu of the "Auto-Attendant". You then hear the greeting of the opening menu for the currently active mode of operation (day, pause, night, holidays/public holiday).

The system administrator can reconfigure the keys.



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Voice mail operation with configured keys

For convenient operation of frequently used voice mail functions (e.g. activating and deactivating call diversion and call forwarding to your mailbox, calling up received messages, etc.) you can take advantage of the freely configurable keys of your Office telephone. These you can configure yourself by assigning function commands to keys. Once they are configured, simply pressing a single key performs the desired function.

The following configuration examples apply to the Office 25, 30, 35, 40 and 45 telephones. The line is automatically seized and the configured function is performed.

The function commands in the examples which follow have the meanings below:

Function command	Meaning
I	Seize line
X	Disconnect
P	Pause 1 second before the next operation
N	Use the phone number entered in call preparation
Z	Activate Transparent/DTMF mode

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Three examples of key configuration

The following three steps take you to the key configuring menu. This procedure applies to all examples which follow:

1. Press the menu key repeatedly until "Configuration" (or "Programming") appears and then confirm with the Foxkey or
   hold down the menu key
2. Press the menu key repeatedly until "Keys" appears and then confirm with the Foxkey
3. Press the free key to configure

Continue from step 4 of the following examples

Note:

By holding down the desired key you can go directly to the key's configuration menu.

Example 1

Call diversion (CD) or call forwarding (FORW'D) to your mailbox

4. Select using the Foxkey "Function key" and confirm with "Ok"
5. Use the Foxkey "Diversion" and "Subscriber" or "Call forwarding" (FORW'D) to select and then confirm with "Ok"
6. The displayed function commands in memory 1 and 2 now correspond to the selected functions. Memory 1 contains the function for activation and memory 2 the function for deactivation. These function commands are saved with "Ok".

	Activate (memory 1)	Deactivate (memory 2)
Call diversion	I*21N#PX	I#21PX
Call forwarding	I*61N#PX	I#61PX

To activate call diversion or call forwarding, enter the number of your voice mail system in call preparation and press the corresponding function key. Pressing the key again deactivates the function.

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Tip:

You can also add the number of your voice mail system to the function key by editing the content of memory 1 in the following way:

Activate call diversion	I*21nnnPX
Activate call forwarding	I*61nnnPX

In the above, "nnn" is the number of your voice mail system. Your mailbox number is automatically assigned and thus need not be specified.

Note:

The activated function can also be deactivated with the Foxkey under "Reset".

Example 2

Accessing the management functions main menu of your mailbox and calling up messages

4. Select the Foxkey "Number key" and confirm with "Ok"
5. Use the Foxkey to select the desired memory location
6. Enter the following function commands:
   "InnnZNf". Meaning:

nnn	number of the voice mail system
f	management function (e.g. f = 1 for "Listen to messages")

To activate the function, enter the user password of your mailbox in call preparation and press the corresponding key.

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Tip:

You can also add your mailbox password to the function key by editing the content of memory 1 in the following way:
"InnnZxxxxf". Meaning:

nnn	number of the voice mail system
xxxx	user password
f	management function (e.g. f = 1 for "Listen to messages")

Note:

By default the Office 25, 35, and 45 telephones automatically switch to Transparent/DTMF mode when a connection is initiated. Thus the function command 'Z' is unnecessary.

Example 3

Call up messages from another mailbox or virtual mailbox

4. Select the Foxkey "Number key" and confirm with "Ok"
5. Use the Foxkey to select the desired memory location
6. Enter the following function commands:
   'InnnZNP9Pfmmmxxxx'. Meaning:

nnn	number of the voice mail system
9	switch to the main menu of "Auto-Attendant"
f	the DTMF dialling signal for listening to messages in the main menu
mmm	number of the other or virtual mailbox
xxxx	password of the other or virtual mailbox

To activate the function, enter the user password of your mailbox in call preparation and press the corresponding key.

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Tip:

You can also add your mailbox password to the number key by editing the memory content accordingly. (See Tips for examples 1 and 2.)

Note:

If you configure this function on the key of a telephone without its own mailbox, you go directly to the main menu of the "Auto-Attendant".

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Subject to delivery availability an technical modifications.

The scope of performance depends on the software.

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